

Position Description (EP)

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to SRS Personnel Services. Supervisors and incumbents are responsible for the completion of this form.

CHECK ONE: () NEW POSITION (X) EXISTING POSITION

PART I - Position Description

1. Agency Name Department for Children and Families	9. Position Number K0225251	10. Budget Program Number 22111
2. Employee Name (leave blank if position vacant)	11. Present Class Title (if existing position) PSE I	
3. Division Family Services	12. Proposed Class Title	
4. Section Child Support Services	13. Allocation	
5. Unit	14 (a). Effective Date	14 (b). FLSA Code
6. Location (address where employee works) City Halstead County HV	15. By Approved	
7. (Circle appropriate time) Full Time <input checked="" type="checkbox"/> Perm <input checked="" type="checkbox"/> Inter Part Time <input type="checkbox"/> Temp <input type="checkbox"/> %	16. Audit Date: By: Date: By:	
8. Regular Hours (circle appropriate time) From: 8:00 AM/PM AM To: 5:00 AM/PM PM	17. Position Reviews Date: By:	

PART II - Organizational Information

Area for use by Personnel Office

18 (a). Briefly describe why this position exists. (What is the purpose, goal, or mission of the position)

The position is for a call center liaison stationed at the Child Support Services Call Center located in Halstead, Kansas. This position will be responsible for oversight of the call center operations, quality assurance, training and contract compliance of the Call Center. The call center is the main point of contact for all child support cases and its performance is critical to the proper functioning of Child Support Services.

The position develops, edits and ensures implementation of all federal, state and program rules, regulations and policies. The position will interpret all rules, regulations and policies for call center staff and management to ensure compliance. The position will be responsible for drafting, editing and delivering training to the call center staff in coordination with the contractor trainers. The position will require proper and effective oversight methods and evaluation tools and methods to ensure implementation of policy and procedures in accordance with federal/state laws, rules, regulations and policies. Significant time will be spent listening to call recordings and listening in to live calls to provide adequate quality assurance. The quality assurance statistics and reports will be provided to CSS management staff.

Position requires extensive coordination/collaboration with call center management and staff, CSS management staff, and full-service contract staff.

18 (b). If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new functionality added by law or other factors which changed the duties and responsibilities of the position.

19. Who is the supervisor of this position? (Who assigns work, gives directions, answers questions and is directly in charge.)

Name: Chris Kellogg	Title: Deputy Director	Position Number: K0203945
Who evaluates the work of an incumbent in this position.		
Name: Chris Kellogg	Title: Deputy Director	Position Number: K0203945

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made

Work is performed independently with wide latitude for initiative and independent judgment and is reviewed by the supervisor and CSS Director through conferences and results achieved. Assignments can be either general or specific in nature.

- d) Which statement best describes the result of error in action or decision of this employee.
- () Minimal property damage, minor injury, minor disruption of the work flow.
 - (X) Moderate loss of time, injury, damage, or adverse impact on health and welfare of others.
 - () Major program failure, major property loss, or serious injury of incapacitation.
 - () Loss of life, disruption of operations of a major agency.

21. Describe the work of this position using this page or one additional page only. (Use the following format for describing job duties:)

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (describe the result or outcome expected); ***How** is the action expected to be performed (describe the manner, methods, techniques or procedures in which the task is currently performed). For each task state: Who reviews it? How often? What is reviewed for?

Number Each Task and Indicate Percent of Time and Identity of each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident or minimal part of the position

No.	%	E OR M	
1.	35	E	Actively monitors call center recorded calls and live calls to perform quality assurance with adherence to all rules, regulations and policies. Actively listens for issues that are not handled appropriately and targets further training on specific issues found. Provide corrective instruction to call center staff and management as necessary and reports findings and statistics to CSS management.
2.	20	E	Monitors activities of call center, call volumes and agents on the floor to provide updates and reports to CSS management. Ensures that CSS policies and contractual obligations are being met. Communicate with CSS management about any issues that arise.
3.	30	E	Drafts, edits and handles delivery of training to call center staff in coordination with call center contract trainer. Ensures training and corrective actions taken to address issues found in quality assurance of calls. Consults and collaborate with call center management and CSS management on improvements or innovations along with any fixes that may be necessary to ensure delivery of the best possible product for our customers.
4.	10	E	Meets with and communicates with CSS management staff on a regular basis to make management aware of issues and progress. Reports quality assurance statistics and issues to CSS management. Coordinates efforts with Wichita Region program administrator. Participates in weekly CSS management calls and monthly program administrator and contractor meetings
5.	5	E	Completes special projects and other related duties as assigned by the Director or CSS management staff.

* The description of how the work is to be performed does not preclude the consideration of reasonable accommodation(s) for qualified persons with a disability.

22. List the consequences of not performing the essential functions of this position as identified in Section 21.

Failure to properly perform essential functions could result in an increased burden on full-service contractors and has the potential to reduce performance charted by the OCSE child support incentive measures, which affects the overall functioning of the Title IV-D program.

23. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position

- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
- () Plans, staffs, evaluates, and directs work of employees of a work unit.
- () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the class titles and position numbers of all persons who are supervised directly by employee in this position.

Class Title

Position/KIPPS Number

24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

Daily contacts are made with CSS management team, CSS program administrators and full-service contact staff.

25. What hazards, risks or discomforts exist on the job or in the work environment?

None

26. List machines or equipment which are currently used to complete the tasks or production standards for this position. Indicate the frequency with which they are used.

Daily - Telephone (including voice mail), microcomputer and printer (e-mail, word processing, Web browser, spreadsheets, and presentation applications), mobile PC, fax machine, photocopier, and scanner.

Occasionally - Projection equipment, microphone.

PART III - Education, Experience and Physical Requirements Information

27. Minimum Qualifications as stated in the State of Kansas Class Specifications.

One year of experience in planning, organizing and directing the work of a department, program or agency. Education may be substituted for experience as determined relevant by the agency.

28. SPECIAL REQUIREMENTS

A. State any additional qualifications for this position that are necessary to perform the essential functions of this position. (License, registration or certification).

Drivers License

B. List any skill codes or selective certification required for this position. Selective certification must first be approved by the State Division of Personnel Services.

C. List preferred education or experience that may be used to screen applicants.

5 years CSS experience. Call center experience is also desirable.

29. Describe the physical characteristics of the job as they relate to essential functions (focus on results, not methods of obtaining results).

A person in this position must be able to listen closely to calls received; must be able to type and use computer terminal equipment; must be able to clearly communicate by telephone and in writing; and must be able to travel to Topeka or other locations as required by CSS management.

30. Describe any methods, techniques or procedures that must be used to insure safety for equipment, employees, clients and others.

PART IV - Signatures

Signature of Employee

Date

Signature of Personnel Officer

Date

Signature of Supervisor

Date

Signature of Agency Head or Appointing
Authority

Date